

**Specification of Competency Standards**  
**for the Automotive Industry**  
**Unit of Competency**

Functional Area - Vehicle Servicing

Title	Provide technical support and advice to colleagues for vehicle repairing techniques
Code	108726L3
Range	This unit of competency is applicable in vehicle servicing workshops. Practitioners should be able to provide effective technical support and advice to colleagues safely according to the vehicle manufacturer's instructions service manual or other appropriate information. They should also be able to coach fully colleagues in implementing the advice, assessing its safety and effectiveness upon completion of work, providing written technical report and initiating improvement actions.
Level	3
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Contents of technical support and advice to colleagues for vehicle servicing)</p> <ul style="list-style-type: none"> <li>• Master communication skills with colleagues and the vehicle manufacturer.</li> <li>• Master technical report writing skill.</li> <li>• Have good understanding of the vehicle manufacturer's instruction (service manual and supplementary information), and temporary local measures agreed by the management.</li> </ul> <p>2. Performance (Provide technical support and advice to colleagues for vehicle servicing)</p> <ul style="list-style-type: none"> <li>• Provide effective technical support and advice to colleagues based on the vehicle manufacturers information (service manual and supplementary information), and temporary local measures agreed by the management, including: <ul style="list-style-type: none"> <li>○ Finding out the cause of the problem via road test or with the aid of diagnostic equipment, and the solution</li> <li>○ Coaching the colleagues in accurately implementing the solution</li> <li>○ When the service database fails to provide effective solution, reporting to the manufacturer precisely and promptly for assistance</li> <li>○ If necessary, recommending the manufacturer and the management on temporary local relief measures</li> <li>○ Following through on the effectiveness of the solution adopted and submitting technical report</li> <li>○ Initiating improvement actions for precaution and training purposes</li> </ul> </li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none"> <li>• Capable of providing effective technical support and advice to colleagues in vehicle environments safely according to the vehicle manufacturer's service manual or other appropriate information meeting relevant legal requirements; and</li> <li>• Capable of conducting assessment of safety and effectiveness of adopted technical advice upon completion of work, providing written report and initiating improvement actions.</li> </ul>
Remark	<p>The credits value of this unit of competency assumes that the assessed has already possessed basic knowledge and skills of vehicle diagnosis as required of a vehicle technician.</p> <p>The major legislation/code involved in this unit of competency are as follows:</p> <ul style="list-style-type: none"> <li>• Road Traffic Ordinance</li> <li>• Air Pollution Control Ordinance</li> <li>• Occupational Safety and Health Ordinance</li> </ul>